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August 22, 2008

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VIA FACSIMILE 571-273-8300

Examiner David Cervetti
United States Patent and Trademark Office
P.O. Box 1450
Alexandria, VA 22313-1450

RE: U.S. Patent Application No.: 10/711,729
Title: "A METHOD AND APPARATUS FOR ASSOCIATING TICKETS IN A
TICKET HIERARCHY"
Filing Date: September 30, 2004
Inventors: Timothy Simmons
Our Reference No.: 2006579-0255 (CTX-124)

Dear Examiner Cervetti:

Thank you for agreeing to a telephonic interview to discuss the Office Action issued on 06/06/2008 for the above-referenced patent application. As agreed over telephone, I will call you on Wednesday, August 27th, 2008 at 10:00 AM EST. We will be joined by my colleague Mr. Christopher McKenna. In preparation of the phone call, we provide the following agenda:

Agenda

1. Discussion of 'Requirement for Information' raised in Office Action dated 06/06/2008.

If you have any questions, please do not hesitate to contact me.

Best Regards,



Indranil Sarkar, Ph.D
Staff Scientist

cc: Christopher J. McKenna, Esq.

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